

Appendix D: Complaint Resolution Program

Seneca Wind Complaint Resolution Program

1. INTRODUCTION

Seneca Wind LLC (Seneca Wind) has developed a complaint resolution program for implementation during the construction of the Seneca Wind project (the Project) to provide an effective process for identification and resolution of concerns voiced by members of the community.

Seneca Wind is committed to complying with requirements established through the Ohio Power Siting Board (OPSB) and other regulatory processes, and to establishing an accessible process for community members to voice concerns and for those concerns to be addressed as quickly and effectively as possible. Maintaining detailed records of all complaints and resulting actions is an important aspect of the complaint resolution program.

Seneca Wind's policy is to take all reasonable necessary actions to rectify legitimate interference or disturbances that are a direct result of the Project.

2. COMPLAINT RESOLUTION PROCEDURE

2.1 Seneca Wind Contacts

Seneca Wind will establish a toll-free telephone number prior to the Project being commercially operational and will provide that number to the county commissioners, township trustees, emergency responders, schools, and public libraries within the Project Area; that number will also be posted on the Project website. To register a complaint, individuals may either call the telephone number and leave a message or go to the local construction office during regular business hours.

2.2 Notification

In addition to providing the contact information and procedure to the officials and public locations noted above, Seneca Wind will maintain a Project contact list for residents and will provide notification to residences located within 1 mile of construction activities that construction is about to commence.

2.3 Complaint Documentation and Follow-Up

Seneca Wind will keep a logbook to register every complaint received. The logbook will include pertinent information about the person making the complaint, the issues surrounding the complaint, and the date the complaint was received; an example of a complaint resolution form is attached.

The logbook will also document Seneca Wind's recommended resolution, the date agreement was reached on a proposed resolution, and the date when the proposed resolution was implemented. Seneca Wind personnel will generate a quarterly report based on the information recorded in the log book about the nature and resolution of all complaints received in that quarter, and file the report with the OPSB on January 31, April 30, July 31, and October 31 of each calendar year or portion thereof during construction.

Individuals who register a complaint with Seneca Wind will receive correspondence from Seneca Wind no later than 2 business days after registering the complaint. The intent of the initial correspondence is to gather more information to better understand the complaint. Within 30 days of the complaint being logged, Seneca Wind will initiate reasonable action to resolve the legitimate interference or disturbance that is a direct result of the Project.

If Seneca Wind and the complaining individual cannot agree to a resolution, Seneca Wind will provide a summary of the complaint and proposed resolution to the complaining individual so the complaint can be brought to the OPSB.

**Seneca Wind
Complaint Resolution Form**

<p>Complaint Log Number: _____</p> <p>Complainant's name and address:</p> <p>Phone number/email:</p>
<p>Date complaint received: _____</p> <p>Time complaint received: _____</p> <p>Date complainant first contacted: _____</p>
<p>Nature of complaint:</p>
<p>Definition of problem after investigation:</p>
<p>Description of corrective measures taken:</p> <p>Complainant's signature: _____ Date: _____</p>
<p>This information is certified to be correct:</p> <p>Site Manager's Signature: _____ Date: _____</p>

(Attach additional pages and supporting documentation, as required.)